

**Louisiana Performance Measurements Workshop, October 24, 2001**

Below are the Action Items agreed to at the October 24<sup>th</sup> Workshop.

All Parties:

1. The Service List is out of date. All parties should provide their current contact, address, phone number and e-mail address to Staff.

BellSouth:

1. BellSouth will provide a colorized version of the June 2001 SQM showing all additions and deletions incorporated from September 1999 to June 2001.
2. BellSouth will provide a list of all changes to the SQM made as a result of exceptions and observations from the KPMG audits in FL and GA. BellSouth will also provide copies of the SQM pages showing these changes.
3. BellSouth will research and report back on the history and source of the exclusion of "rural" orders (appointment code "A") in the Provisioning measurement P-1. BellSouth will provide a written description of the criteria an order must meet to be coded as "rural." BellSouth will also provide the number of "A" code orders in LA over the past year, or for as many months as the data are available. .
4. BellSouth will research and report back on the source of the exclusion for jeopardy notices "identified after 5 PM" in Provisioning measurement P-2.
5. BellSouth will provide a list of all performance measurements in the SQM over and above those ordered by the LPSC.
6. BellSouth will research and report back on the language of the exclusion of orders canceled prior to their due date in the Provisioning measurements.
7. BellSouth will research and report back on any changes that have been made to the definition of "when the queue time starts" in the Business Rules of MR-6.
8. BellSouth will research and report back on the source and history of any changes to the language in the Calculation section of the Operator Services and DA Measurements.

9. BellSouth will file amendments the SQM disaggregation sections for measurements C-2 and C-3 to show the disaggregation of physical collocation into caged and cageless physical collocation.
10. BellSouth will provide a copy of the 2<sup>nd</sup> Task Force Update on Flow-Through. BellSouth will also file a concise written discussion of its work on Flow-Through, including a discussion of what it has done to date, problems it has identified, work it has completed, and where it is going in the future.
11. BellSouth will follow-up on the status of the August Remedy Report and provide hard and electronic copies of both Tier I and Tier II reports to all parties.
12. BellSouth will explain and reconcile the July and August Remedy Reports as provided on the website with the handout of the August report from the Oct. 24 workshop and explain the accounting method used for over/underpayment of SEEM payments.
13. BellSouth will investigate and report back on the accuracy of the remedies assessed for all Billing Measurements in the July and August Remedy Reports.
14. BellSouth will provide a recent month of LA cell values for the calculation of BellSouth's remedy payment for the Order Completion Interval – UNE-P metric, and show the calculation of the remedy with the cell values input into the formula.
15. BellSouth will research and report on problems with lost notifiers for FOC, Completion, and Rejection Notice metrics and answer questions raised as to whether orders with "resent" notifiers are included in the metrics' results.
16. BellSouth will file a motion concerning problems with its LNP disconnect timeliness measurement.

Staff:

1. Staff will provide the date of the original filing of BellSouth's VSEEM.

Upcoming Dates

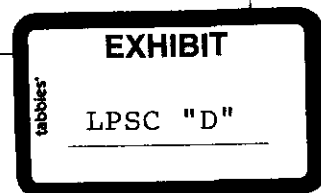
November 2 BellSouth and CLECs to file comments on penalties to take effect after 271 relief is granted to: (1) ensure implementation of fully parsed CSR data functionality, and (2) track the number of premature disconnects resulting from the 2-order process used for UNE-P conversions.

November 7 BellSouth and CLECs to file reply comments on 271-related penalty issues.

- November 16 Telephone conference on comments/reply comments on 271-related penalty issues.
- November 30 BellSouth will have completed all its action items.
- December 10 CLECs will file comments on the June 27, 2001 SQM and SEEM's and compliance with the LPSC's order and BellSouth's Flow-Through Report and Product Interval Guide.
- December 14 BellSouth will file reply comments to CLEC's SQM and SEEM comments.
- December 21 CLECs will file responses to BellSouth's action items.

LA SQM Workshop, **Docket U-22252-C**, October 23 and 24, 2001  
Summary of Staff / CLEC Issues and Action Items for BellSouth, as of December 7, 2001  
Updated 01/11/02: LA SQM Workshop, January 9 and 10, 2002 – Responses filed February 22, 2002

Issue/Metric	Summary of Recommendation	Action Item	Response / Status
1  <b>Closed 1/10/02</b>	CLECs requested a method to see the differences between the original proposed SQM and the version BellSouth filed in compliance with the order dated May 14 <sup>th</sup> , 2001. BellSouth's LA SQM was dated June 27 <sup>th</sup> 2001.	BellSouth will provide a colorized version (red-lined SQM comparing the SQMs) showing all additions and deletions incorporated from September 1999 to June 2001.	Redlined SQM sent on 10/30/01.  CLOSED 01/10/02
2  <b>Closed 1/10/02</b>	CLECs requested that BellSouth provide a list of all changes to the SQM made as a result of exceptions and observations from the KPMG audits in FL and GA. BellSouth will also provide copies of the SQM pages showing these changes.	BellSouth will provide Closure Reports for the Exceptions / Observation for the changes to the SQM made as a result of exceptions and observations from the KPMG audits in FL and GA. BellSouth will also provide the SQM pages showing these changes in the red-line version	Because BellSouth provided the CLECs with the entire red-lined SQM on 10/30/01, we did not provide it again in this response.  The following files are attached in response to this action item:  1. <u>Matrix</u> listing the Georgia and Florida Exceptions and Observations and the affected measurement.  2. <u>Georgia Exception Closure Reports</u>  Exceptions 84, 87, 93 - Closure Reports  Exception No. 122 - BellSouth's Amended Response;  Exception No. 129 - BellSouth's 2nd Amended Response  Exception No. 133 - Closure Report  3. <u>Georgia Observations</u>  BellSouth's responses to Georgia Observations 26 and 37  4. <u>Florida Observations</u>  BellSouth's responses to Florida Observations 6, 22 and 25 Filed 11/28/01.  CLOSED 01/10/02
3	CLECs questioned the history and source of the exclusion of "rural" orders (appointment code "A") in the Provisioning measurement P-1. CLECs asked for a written description of the	1) BellSouth will research and report back on the history and source of the exclusion of "rural" orders (appointment code "A") in the	See attached document. Filed 11/16/01.



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Added 1/10/02	criteria an order must meet to be coded as "rural." CLECs also requested the number of "A" code orders in LA over the past year, or for as many months as the data are available.	<p>Provisioning measurement P-1. BellSouth will provide a written description of the criteria an order must meet to be coded as "rural."</p> <p>2) BellSouth will also provide the number of "A" code orders in LA over the past year, or for as many months as the data are available.</p> <p><b>BellSouth to propose amendment to SQM to indicate that the exclusion is specific to special construction (WCOM Request)</b></p>	<p>BellSouth will amend the Exclusion in the SQM for P-1 to read: "Orders with an Appointment Code of 'A' (Service requests requiring a CFA (Call For Assignments which requires a technician to make a field visit to determine what facilities are required to work the order) and/or special construction in rural area)".</p> <p>2/22/02</p>
4  Closed 1/10/02	CLECs questioned the source of the exclusion for jeopardy notices, "identified after 5 PM" in Provisioning measurement P-2.	BellSouth will research and report back on the source of the exclusion for jeopardy notices, "identified after 5 PM" in Provisioning measurement P-2.	<p>In response to KPMG's GA Observation # 26, BellSouth revised the Definition Section for P-2, <i>Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notice</i>, in the May 2000 SQM to read as follows: "When BST can determine in advance that a committed due date is in jeopardy, it will provide advance notice to the CLEC. The Interval is from the date/time the notice is released to the CLEC/BST systems until 5pm on the commitment date of the order. The Percent of Orders is the percentage of orders given jeopardy notices in the count of orders confirmed in the report period."</p> <p>On March 27, 2001, as part of the Florida Performance Metrics Review, PMR2, KPMG representatives Harry Greaves and Dawn Harris conducted interviews with BellSouth Ordering and Provisioning SMEs, with the FPSC Staff representative, Jerry Hallenstein, in attendance. In the interview, KPMG suggested that this exclusion be added to the Exclusion Section for P-2, <i>Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notice</i>. The reasoning that was provided to the BellSouth SME was that since the measurement is based on advance notification, prior to the due date, jeopardies identified after 5:00pm would not be included in this measurement.</p>

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			Filed 11/28/01.  CLOSED 01/10/02
5  Added 1/10/02	CLECs requested a list of all performance measurements in the SQM over and above those ordered by the LPSC.	BellSouth will provide a list of all performance measurements in the SQM over and above those ordered by the LPSC.  <b>BellSouth to provide wording, calculation, and business rules for the Service Order Accuracy Measure to include in Staff Recommendation. (Staff Request/WCOM Request)</b>	The following metrics are produced by BellSouth in addition to those ordered by the LPSC: O-11 Firm Order Confirmation and Reject Response Completeness O-13 Acknowledgement Message Timeliness O-14 Acknowledgement Message Completeness Service Order Accuracy  Filed 11/28/01.  See attached 1/28/02 BST letter to LPSC and 1/30/02 LPSC Response. 2/22/02
6  Added 01/10/02	CLECs requested the source of the language of the exclusion of orders canceled prior to their due date in the Provisioning measurements.	BellSouth will research and report back on the language of the exclusion of orders canceled prior to their due date in the Provisioning measurements.  Due the inability of the parties to resolve this issue, Staff recommended that the exclusion of cancelled orders be reviewed by KPMG in audit. (Staff Request)  <b>BellSouth to research all Provisioning Measures to ensure that the exclusion concerning cancelled orders is consistent and appropriate for all such measures. (Staff Request)</b>	The exclusion for canceled service orders in the Provisioning measures was part of the original proposed SQM. There have been no changes to this exclusion.  Filed 11/28/01.  This will be audited by KPMG as a part of the PMR-4 test. 2/22/02  BellSouth has researched all Provisioning Measures and confirmed that the exclusion concerning cancelled orders is consistent for all such measures. 2/22/02
7  Closed 1/10/02	CLECs requested the source of any changes that have been made to the definition of "when the queue time starts" in the Business Rules of MR-6.	BellSouth will research and report back on any changes that have been made to the definition of "when the queue time starts" in the Business Rules of MR-6.	In the 09/15/99 and 02/29/00 SQM, the start time on this measure stated: "the clock starts when the CLEC Rep makes a choice to be put in queue." In the May 2000 SQM, the wording was expanded, for easier understanding, to state: "the clock starts when the CLEC Representative or BellSouth customer makes a choice on the Repair Center's menu and is put in queue for the next repair attendant." Since there is no



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Added 01/10/02		discussion of what it has done to date, problems it has identified, work it has completed, and where it is going in the future.	See attached. 2/22/02
Added 01/10/02		BellSouth to provide update from November 27 Flow-Through meeting. (Staff Request)	
Added 1/10/02		BellSouth to provide projected dates for completion of items on Flow-Through Task Force report filed 11/30/01. (Staff Request)	
Added 1/10/02		BellSouth to provide dates when the enhancements to flow-through are scheduled. (Staff Request)	See attached. 2/22/02
11	Staff requested a status of the August Remedy Report.	BellSouth will follow-up on the status of the August Remedy Report and provide hard and electronic copies of both Tier I and Tier II reports to all parties.	See attached. Filed 11/16/01.
Added 01/10/02		BellSouth to file copies of the September Tier I and Tier II and October Tier I Remedy Reports and provide electronic copies of same. (Staff Request)	See attached Remedy reports for September, October and November 2001. 2/22/02.
Added 01/10/02		BellSouth stated it would refile the October Tier II Remedy Report.	See attached report. 2/22/02.
12  Closed 1/10/02	Discrepancies were noted between the July and August Remedy Reports provided in the handout of the August report from the Oct. 24 workshop with the reports posted on the website.	1) BellSouth will explain and reconcile the July and August Remedy Reports as provided on the website with the handout of the August report from the Oct. 24 workshop. 2) BellSouth will provide an explanation of the accounting method used for over/underpayment of SEEM payments.	Attached Excel workbook reconciles the differences in remedy reports from what was published on the website to what was provided in the Oct. 24 <sup>th</sup> workshop. Amounts in this worksheet represent the BellSouth liability and will not match the actual dollars that were paid as of Oct. 15 <sup>th</sup> due to the accounting method used for adjustments (see below).  Explanation of Accounting Method: All adjustments to measures are made with the same month



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			<p>number as the original calculation. This allows for any underpayment (positive adjustments) to have interest automatically calculated back to the month where the liability should have been recorded to begin with. For overpayment (negative adjustments), BellSouth only makes the adjustment for the base amount and does not attempt to re-collect the original interest that was paid, if any. Each month the PARIS program looks at all remedy amounts and, on an OCN by OCN basis, determines whether the net amount for each OCN is positive or negative. If the net amount is positive, the payment is released. If the net amount is negative, no payment is released until the net amount becomes positive. Amounts that are not released go into a 'waiting transmission' status and are evaluated again the following month with the same programs. Filed 11/16/01.</p> <p>CLOSED 01/10/02</p>
13  Closed 1/10/02	Staff noted discrepancies in the report of the remedies assessed for Billing Measurements in the July and August Remedy Reports.	BellSouth will investigate and report back on the accuracy of the remedies assessed for all Billing Measurements in the July and August Remedy Reports.	<p>All Billing measurements in Louisiana are tier-2 only. Tier-1 reports were inadvertently included in the package sent to the LAPSC. The reason why many of the columns on the LA Tier-1 Remedy Report are blank is due to the fact that no z-score or BCV is calculated for the billing measurements. The z-score was not designed to handle certain types of data. The affected volume, fee schedule amt, and remedy paid columns are blank due to this not being a tier-1 measure in LA. Filed 11/16/01.</p> <p>CLOSED 01/10/02</p>
14          Added 01/10/02	Staff requested an example of LA cell values for the calculation of BellSouth's remedy payment for the Order Completion Interval – UNE-P metric, to show the calculation of the remedy with the cell values input into the formula.	<p>BellSouth will provide a recent month of LA cell values for the calculation of BellSouth's remedy payment for the Order Completion Interval – UNE-P metric, and show the calculation of the remedy with the cell values input into the formula.</p> <p>BellSouth to provide z-score for all 171 transactions on July workpaper and to provide the intermediate steps to the calculation of the remedy amounts. (Staff Request)</p>	<p>See attached example from July. No remedies were paid for OCI-UNE Loop/Port Combos in LA in either August or September.</p> <p>Filed 11/16/01.</p> <p>See attachment which is proprietary and is being provided to those parties who have executed an appropriate non-disclosure agreement. 2/22/02</p>

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<p>15</p> <p>Added 01/10/02</p>	<p>WorldCom reported an issue about missing notifiers for orders that were flowed back through but showed Test Ids only, not PONs.</p>	<p>BellSouth will research and report on problems with lost notifiers for FOC, Completion, and Rejection Notice metrics and answer questions raised as to whether orders with "resent" notifiers are included in the metrics' results.</p> <p>BellSouth to address whether orders with resent notifiers for the FOC or Completion Notice show up in the metric. [REDACTED] [REDACTED] (WCOM Request).</p>	<p>The BellSouth External Response Team has been investigating this issue and will have a formal response prepared for WorldCom's Carrier Management group by December 7, 2001. BellSouth's response is attached.</p> <p>Filed 12/07/01.</p> <p>WorldCom originally reported an issue about missing notifiers for FOC, Completion Notice and Reject Notice in both the GA and LA workshops. Since this was an operational issue, BellSouth's Account Team prepared a written response regarding the missing notifiers, discussing the cause of the original problem and the resolution of the problem.</p> <p>Additionally, the letter described a preventative process implemented by BellSouth as well as a proposal to improve the transmission process. In summary, in early September 2001, BellSouth identified a system problem due to a Local Exchange Ordering (LEO) system to EDI issue. During the transmission process, when Connect:Direct, the transmission system, experienced a problem sending to the EDI receiving dataset, it would attempt a resend. However, if the resend did not occur within a few minutes of the initial transmission problem, the receiving dataset would have been overwritten with the next scheduled LEO transmission. As a result, WorldCom never received notifiers that were overwritten. However, BellSouth corrected this condition in ENCORE Rls. 10.0 on September 28, 2001. BellSouth provided the missing notifiers to WorldCom on October 5<sup>th</sup> and 26<sup>th</sup>, 2001.</p> <p>BellSouth initially instituted a daily reconciliation process with WorldCom to verify that all data transmitted via BellSouth's Value Added Network (VAN) provider, Peregrine, had been received by EDInet, WorldCom's VAN. BellSouth proposed and tested a mailbag software feature that provides for an automatic alert for transmission problems between the VANs. With the successful implementation of the mailbags software, BellSouth has discontinued the daily reconciliation process. Finally, BellSouth has recommended that WorldCom consider the use of Connect:Direct as its transmission path to EDI, rather than a VAN-to-VAN method, as this alternative</p>

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			<p>provides a one-hop route from WorldCom to BellSouth, decreasing the risk of network failures.</p> <p>BellSouth has confirmed with the Local Exchange ordering (LEO) group that the reflows were not sent as a test. A special program had to be written to change the statuses in the production database, since the orders reside in the production database. As the reflows are located on the production mainframe of LEO, the reflows were sent from the production database. These orders were included in the PMAP measurements.</p> <p>The other complaint by WorldCom involving reflowed notifiers concerns the allegation that reflowed PONs were sent to the WorldCom test box. Fred Brigham of WorldCom opened TT # 63649 on 10/01/01 claiming 1521 documents were sent to the WorldCom test box. BellSouth requested and received a list of PONs to investigate but found no evidence that these documents were sent to the WorldCom test box. Specifically, the PONs showed as being from the BellSouth production database. BellSouth confirmed that the notifiers referred to in the trouble ticket were reflowed to WorldCom's production system address. BellSouth verified the test boxes and found no test files translated for WorldCom. BellSouth also verified with our VAN network that no test files or test IDs were sent to WorldCom's test ID through the BellSouth VAN at any time on 10/01/01. BellSouth advised Fred Brigham on 10/03/01 of the results of the trouble ticket and after hearing nothing further from Fred Brigham, Bellsouth closed the trouble ticket on 10/09/01.</p> <p>These issues have been resolved from an operational standpoint and BellSouth is not aware of any continued concern by WorldCom, unless WorldCom has additional PONs requiring investigation by BellSouth.</p> <p>In its last reply comments (page 10, filed 1/29/02 to BellSouth's comments on the Audit Test Plan, WorldCom agreed that it will pursue the issue of Missing Completions Notifiers in the metric changes part of the review.</p> <p>2/22/02</p>
16		BellSouth will file a motion	Motion and attachments to be filed 12/3/01.

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<p>1/22/01- CLECs respond to BST motion</p> <p>1/29/01-BST responds</p>		<p>concerning problems with its LNP disconnect timeliness measurement.</p> <p>Parties are being given an opportunity to address BellSouth Motion. A separate procedural schedule has been set for the responses.</p>	<p>BellSouth filed its response on 1/29/02. 2/22/02.</p>
<p>17 Closed 1/10/01</p>	Kim Dismukes needs a new PMAP password	Provide Kim Dismukes with a new password to PMAP that does not expire.	<p>Completed 11/1/01 CLOSED 01/10/02</p>
<p>18 1/10/02</p>		<p>BellSouth to provide an update on the root cause analysis it is performing on performance measure O-4 Order Rejection Notices as cited on p. 56 of the LPSC 271 Order. (Staff Request)</p>	<p>With regard to the Reject Interval misses for the month of May 2001, a root-cause analysis was conducted and the following issues identified:</p> <ol style="list-style-type: none"> <li>1. Posted downtime for Operations Support Systems was not factored out of the Reject Interval calculation. This means that if an LSR was submitted during the time when a system was down, the Reject Interval clock would continue to run until the system came back up. Since system scheduled downtime typically is several hours during the late night and early morning, the Reject Interval was adversely elongated. Effective with September 2001 data, LESOG/SOCS downtime is not included in the calculations.</li> <li>2. The time zone for EDI was coded as ET rather than CT. This caused the Reject Interval to be incorrectly overstated by one hour in cases where timestamps from both EDI and LEO were used to compute the interval. The EDI time zone will be corrected, beginning with February 2002 data. Additionally, a change is under development to normalize TAG timestamps to CT in cases where the OSS Downtime exclusion is applicable.</li> <li>3. LESOG system requeues occurred when back-end systems were temporarily unavailable. In these cases, LESOG used timed delays before resubmitting the LSRs for service order completion. This was corrected, beginning with October 2001 data. Prior to October 2001, LESOG would hold the</li> </ol>

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			communication attempt to the back-end system for 30 minutes prior to making another attempt. Since October, LESOG has been reprogrammed to make the attempt every 10 minutes. 2/22/02
19  01/10/02		BellSouth to e-mail 271 Matrix that was created to monitor BellSouth's performance on the measures the Commission asked Staff to review in its 6-month review of performance measures. (Staff Request)	See attached. 2/22/02
20  01/10/02		BellSouth to provide and explain any differences between GA and LA in calculating performance measurements in the MSS Reports, including but not limited to definitions, business rules, and calculations of the metrics. (Staff Request)	Assuming Staff has requested an explanation of the differences between the Georgia and Louisiana SQM reports, please see the attached affidavit of Al Varner in LPSC Docket U-22252-E, pages 8-9 and exhibit PM-12. 2/22/02.
21 01/10/02		In the LPSC's 271 Order, there was a reference to AT&T objecting to the 4 hour window on local loop conversions. This issue should be readdressed at the next workshop. Nothing is required of the parties on this action item. This is a place holder to readdress this issue.	Noted.
22 01/10/02		KPMG, as part of the audit, to examine metric P-2 to determine if it was corrected as ordered by the Commission in the LPSC 271 Order. (Staff Request)	This will be audited by KPMG as a part of the PMR-2 test. 2/22/02.
23  01/10/02		WorldCom to provide a three sentence written explanation of what it wants KPMG to do during the audit concerning the following 3 items from WorldCom's Comments on the Master Test Plan. #4: OSS 2 System Availability #5: Flow-Through	

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		#6: Order Accuracy (Staff Request)	
24 01/10/02		BST to check on how abandoned calls are treated in MR-6. SQM may need modification to clarify the treatment. (WCOM Request)	Abandoned calls are not included in the MR-6 measurement. This is noted in the business rules section of the 6/27/01 Louisiana SQM. 2/22/02
25 01/10/02		BellSouth to provide a copy of the report of KPMG's findings concerning % Troubles after Installation generated as part of the FL test using GA data. (WCOM and Staff Request)	See attached report. 2/22/02.
26 01/10/02		BellSouth to: 1) modify the reporting of failure rates for the triple penalty measurements in the Tier II Remedy Report; 2) to modify the method of reporting Tier II P/F so that the month of the failure is indicated which explains why a remedy might not be associated with a Tier II failure; and 3) determine if it can remove from remedy reports "GA Order" or certain metrics. (Staff Request)	Changes have been effected and will begin with next reporting cycle. 2/22/02.
27 01/10/02		BellSouth to modify the calculation of remedies such that for advance and nascent services, the calculation of remedies would equal three times the amount of the ordinary Tier 2 Remedy. BellSouth currently calculates this assuming it must pay the ordinary Tier 2 Remedy and in addition to that amount pay an additional amount that is tripled. It was clarified at the workshop that "treble" as used in the Commission's order is analogous as it is used in a court finding of treble damages, the defendant pays three times the amount of damages. (Staff Finding)	This is a compliance issue. BellSouth should begin calculating as described and this will be addressed in the Staff's final recommendation associated with the 6-month review.  Changes have been effected and will begin with next reporting cycle. 2/22/02.
28 1/10/02		BellSouth to file prior month penalty reconciliations with the Remedy Reports. (Staff Request)	See attached reconciliation report for July 2001-December 2001. 2/22/02.
29		LNP: Cox to provide BellSouth with	BellSouth has investigated the examples that Cox provided as

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1/10/02		<p>specific examples of 911 error problems. (Staff Request)</p> <p>BellSouth to investigate and report back on what is causing these specific 911 error problems. (Staff Request)</p>	<p>a result of the LA SQM Workshop on January 9<sup>th</sup> and 10<sup>th</sup> 2002. BellSouth has found that in certain situations orders have not reached completion status and as a result, an unlock message will not be sent to Intrado. This results in the Cox submitted Migrate to appear on a 755 Error Report, showing Cox as the NPAC owner but the record still being locked to BellSouth.</p> <p>BellSouth has implemented a short-term manual process to address these 755 Error Reports. Beginning on February 21, 2002, BellSouth has begun a daily review of the 755 / 760 Intrado Error Reports for Cox submitted Migrates. Within 4 hours of receipt of the Intrado error file, BellSouth will complete it's review of the outstanding orders and submit a manual unlock request to Intrado to manually unlock the record, allowing Cox to be the owner in the Intrado database. BellSouth will also provide feedback to Cox in the form of examples if any of the 755 discrepancies are a result of Cox errors. BellSouth will also pursue a work effort to have Intrado perform a daily resolution of the 755 / 760 errors in the Intrado database for all CLECs.</p> <p>BellSouth has also initiated a review of the options for an automated solution to the unlock / lock records issue. BellSouth personnel are initiating project change requests to determine the available options to implement a software solution based on the NENA proposals. BellSouth will conduct a review of the scope and projected costs of these options and pursue implementation of the most viable alternative. BellSouth will continue the daily, manual process until the permanent solution is implemented.</p> <p>2/22/02</p>
30 01/10/02		<p>BellSouth to provide examples of why orders fallout for manual handling in AFIG and RCMAG as it relates to the LNP disconnect timeliness measure. (Staff Request)</p>	<p>During the LNP process, orders can fall out for manual handling by the AFIG and the RCMAG for reasons such as the following:</p> <ol style="list-style-type: none"> <li>1. Working facilities. If a facility assignment provided by the CLEC is actually working, the AFIG must handle the conflict manually. In this case, the order is placed in FAO status and returned to the CLEC.</li> <li>2. Switch channel down. There are occasions when the communications link between MARCH, the system providing</li> </ol>

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			<p>BellSouth switches with recent change information, and the central office switch is temporarily inoperable. Normally MARCH will send information to the BellSouth central office switch to change translations in the switch when the number is ported. If the commo link is down, the order is handled manually. If link is down, both CLEC and retail processes are affected.</p> <p>3. MARCH System down. Similar to item #2 above, if MARCH is down, the RCMAG must handle the order. Both CLEC and retail processes are affected if MARCH is down. 2/22/02</p>
31  1/10/02		SEEMs: BellSouth and Parties to collaborate on revised language to be filed for administrative items in SEEMs. Specifically, Section 4.2.2, 4.2.3, and 4.9.1 (Staff Request)	<p>Section 4.2.2:</p> <ul style="list-style-type: none"> <li>delete "and the payment of any Tier-1 ... or federal law or regulation."</li> <li>insert "for which the Tier-1 payments were made" at the end of the last sentence of this section.</li> </ul> <p>Section 4.2.3:</p> <ul style="list-style-type: none"> <li>insert the following phrase at the end of each of the two sentences in this section: "concerning BellSouth's performance for which the Tier-2 payments were made."</li> </ul> <p>Section 4.4.3:</p> <ul style="list-style-type: none"> <li>insert the following sentence at the end of this section: "If BellSouth determines the CLEC is not owed additional amounts, or is owed an amount that is less than the amount claimed by the CLEC, or fails to make a determination in 30 days or a payment in 60 days, the CLEC may petition the Commission for relief."</li> </ul> <p>Also, the current version filed with the LA PSC had a numbering problem - the sections skipped from 4.6.3 to 4.8.1 - there was no section 4.7. The sections have been re-numbered and are now correct.</p> <p>The updated Administrative Plan is attached. 2/22/02</p>
32		BellSouth to modify Exhibit D, page 31 and remove "same quarter" from	Staff should note this in its Final Recommendation on the 6-month review.



Issue/Metric	Summary of Recommendation	Action Item	Response / Status
1/10/02		the example, ensure the example is correct and refile the SEEMs plan to be in compliance with the Commission's Order. (Staff Request)	Language originally reading "Tier-2 is triggered by three consecutive monthly failures of any SEEM sub-metric in the same quarter" was changed to read "Tier-2 is triggered by three consecutive monthly failures of any SEEM sub-metric." 2/22/02
Internal Item #1		BellSouth to file a notice with the PSC that CSR parsing has been implemented.	William Stacy affidavit filed with LPSC on February 4, 2002. 2/22/02
Internal Item #2		Add the word "revised" on remedy reports when they are changed and refiled.	See reports filed with action item # 11. 2/22/02.

# LOUISIANA PUBLIC SERVICE COMMISSION

## UTILITIES DIVISION

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In re: Local Exchange Company Collaborative regarding the Provision of Telecommunications Services in Louisiana.

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### NOTICE OF COLLABORATIVE WORKSHOP

PLEASE TAKE NOTICE that the Louisiana Public Service Commission has scheduled a final collaborative workshop conference on February 8, 2002 at 9:30 a.m. in the Marshal Burton Brinkley Auditorium, 16<sup>th</sup> Floor, One American Place (corner of North and Fourth Streets), Baton Rouge, Louisiana.

Staff has prepared and maintained an LEC Workshop Action Plan of numerous operational issues discussed during the 6 collaborative sessions held during 2001. Numerous issues were "closed" for purposes of the collaborative meetings with the understanding that all parties reserved their rights to raise these issues in the future in the event problems recurred. Other issues remained "open" as of the last workshop. The purpose of this collaborative is to discuss these "open" items and any other issues raised in comments submitted to Staff following the last September 13, 2001 meeting. Any party wishing to pursue a service-related problem at the collaborative shall submit a detailed description of the problem, together with supporting documentation, to Staff and all other parties on the Service List, no later than Tuesday, February 5, 2002. The parties will be expected to provide subject-matter representatives (either in person or by telephone conference) who are qualified to address the technical issues pertaining to any problems to be discussed. This meeting will be informal and non-adversarial as all prior collaborative meetings. Following the collaborative meeting, all parties shall be permitted to file comments regarding any open issues. Thereafter, Staff will make a recommendation with respect to how any remaining issues shall be further pursued, including recommending further informal negotiation with Staff input, formal resolution via the Commission's expedited dispute resolution process as set forth in General Order dated August 31, 1998 in Docket No. U-22252-C, or in such other fashion as Staff may deem appropriate.

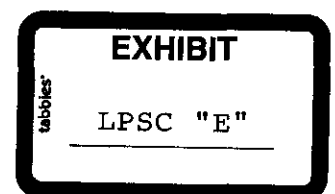
If you are disabled and need special accommodation at the collaborative meeting, please contact the Utilities Division at (225) 342-4416 at least five days prior to the meeting.

Baton Rouge, Louisiana, this 29<sup>th</sup> day of January, 2002.



Vanessa Caston LaFleur  
Supervising Attorney

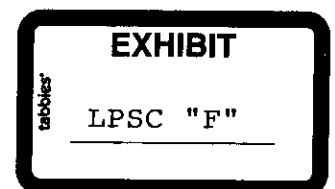
xc: Collaborative Workshop Distribution List



**CLEC COLLABORATIVE WORKSHOP**  
**February 8, 2002**

**AGENDA**

- I.     Introductory Statements**
- II.    Party Appearances**
- III.   Open Issues Matrix**
- IV.    Comments**
  - a.   ITC^DeltaCom**
  - b.   KMC**
  - c.   Network Telephone**
  - d.   Worldcom**
  - e.   AT&T**
- V.    Establishment of deadlines for filing last round of comments and staff recommendation on open issues.**



# LEC Workshop Action Plan

Revised 5/16/01

February 8, 2002

Item #	Who	What	When	Status
4	BST & CLEC's	Monitor premature disconnects	1/25/2001 2/6/01 3/15/01 5/16/01	<b>Open</b> KMC had 1 pre. Disc New South had 2 customer troubles, but causes were not identified. Cox reported no problems. AT&T experienced 3 issues in May
9b	ITC^DeltaCom	Provide examples of chronic T1 problems to Miller	2/6/01 5/16/01	<b>Open</b> , Bell to put out another notification letter on chronic trbls.
11	Bell / Brandon Frey	Attend "Hot Cut" On 1/22/01, "Hot Cut" @ Baton Rouge Goodwood CO. All were can. By CLEC's. Reschedule "Hot Cut" observation	TBA 2/12,13/01 3/15/01 5/16/01	<b>Open</b> , PSC will coordinate future Hot Cuts on individual basis

15b	Bill Stacy/Tim Miller	Respond to ITC^DeltaCom's request to root cause analysis of CSR examples sent 1/10/01 to Stacy and Miller	2/6/01 3/15/01 5/16/01	Open/Ongoing Bell to communicate to CLECs concerned. Solution is that CLECs must take positive action on each tel. # (either ported or disconnected) in order for BST records to be corrected.
	<b>Team</b>	<b>Next Meeting</b>	<b>1/25/2001</b>	
<b>25</b>	<b>Bell</b>	<b>Unlock 911 Cust.</b>	<b>1/25/01</b>	<b>Closed</b>
25a	Cox / Bell	Investigate Cox's specific examples provided to Bell. Records issue only	5/16/01	<b>Open – ongoing,</b> may be resolved soon
26	Bell	Memory call issue – mail box torn down Investigate why customer losing features when batch conversions are performed (resale lines to UNE-P). Birch's issue: Investigate why retail voice mail is disconnected when it is converted to resale voice mail on a UNE-P line Report when "fix" will be implemented	1/25/01 2/6/01 2/12,13/01 3/15/01 5/16/01	<b>Open - ongoing</b> "Fix" scheduled for implementation 4/6/01 Birch/ New South still having problems. Still working with Birch
28a	Stacey	Mechanized PON showing up on non mechanized status report (AT&T)	2/12,13/01 3/15/01 5/16/01	<b>Pending, fix implemented &amp;</b> waiting on new data to review & confirm AT&T to send data to Stacey

34	Dixon (PSC)	To view BST's Web Site to determine any problems associated with "space exhaust declaration"	2/6/01 2/12,13/01 3/15/01 5/16/01	Pending Not a problem in La. Dixon asks staff & Bell to look at future issues
40	Seeger, Brandon, KMC, AT&T	Receipt of floor plans @ time of application	2/6/01 2/12,13/01 3/15/01	Closed Information comes in timely manner
40a	Bell/Seegar	CLEC's request architectural blueprint of physical cage	5/16/01	Open, Vicky to submit blueprint to staff to determine if proprietary. Will get back with PSC Staff
	Team	Next Meeting	2/6,7/01	
49	Stacy/Tim	Review & resolve 48	?	Closed
49a	Stacey	AT&T request some type of recovery plan for lost / stuck orders in Bell 's system's (LNP Gateway, EDI Interfaces)	5/16/01	Ongoing, AT&T to continue to work with Bell

58	ITC^DeltaCom	Provide PSC with summary of change control meeting to be held on 2/21/01	3/15/01 5/16/01	<b>Open</b> , minutes sent out. CLEC's don't know how many hours are allocated to each project and are told information is proprietary. Stacey to talk to team. It is his opinion that the info is not proprietary. He will advise next meeting. No additional information
63	CLEC's / Stacey	Monitor improvements made in posting of order completions	Ongoing 5/16/01	<b>Open – ongoing</b> April data shows slightly under 24 hrs. AT&T feels they still have problem.
64	Bell	Bell to look at AT&T and KMC's issue between ordering process and provisioning process. CLEC's call UNE Center to check on order, UNE center doesn't have order & refers CLEC's back to LCSC. Should have SPOC to get information.	2/13/01 3/15/01 5/16/01	<b>Open – ongoing</b> process put in place to trap. Bell to handle off line with CLEC's. AT&T reported no new problems

	<b>Team</b>	<b>Next Meeting BellSouth Building @ 840 Poydras St New Orleans</b>	<b>2/12/01</b>	<b>12:00 noon</b>
71	Bill Stacey	Confirm that PMAP is not pulling from the PON status reports to determine if an LSR is mechanized vs non mechanized	3/15/01 5/16/01	<b>Open – ongoing</b> fix done on 2/24/01. Links back to item #28a
73	PSC Staff	Develop rules for extension of 20 day notice requirement at request of ILEC without additional 20 days.	3/15/01 5/16/01	<b>Open</b> , pending outcome of LPSC rulemaking
74	PSC Staff	Develop rules for handling of a facilities based CLEC that goes out of business	3/15/01 5/16/01	<b>Open</b> , pending outcome of LPSC rulemaking
75	PSC Staff	Develop rules for handling the customers of a facilities based or resale CLEC that goes out of business	3/15/01 5/16/01	<b>Open</b> , pending outcome of LPSC rulemaking
76	PSC Staff	Review security bonding rules for all existing CLEC's that operate without security bond to allow for end user service continuance if necessary	3/15/01 5/16/01	<b>Open</b> , pending outcome of LPSC rulemaking
77	PSC Staff	Develop rule for PSC notification of CLEC filing bankruptcy and for PSC participation in bankruptcy proceedings	3/15/01 5/16/01	<b>Open</b> , pending outcome of LPSC rulemaking
78	Dixon	<b>Develop rulemaking on name changes and transfer of assets / control when one CLEC purchases / takes over another CLEC to ensure all costs are recovered to transfer end users</b>	3/15/01	<b>Closed</b>
78a	PSC	Opened rule making with possible changes on transfer of assets	5/16/01	<b>Ongoing, see LPSC's 3-18-84 order</b>



83	Brandon, Arnold, Barbee Ponder	Look at and report on what other states are doing with respect to shared tenant access	3/15/01 5/16/01	<b>Open – ongoing</b>
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